

How to sign up for access to UI eServices for Employers

As of February 24th, 2014, **UI eServices for Employers** replaces both WOW and UI4Employers. If you have not already signed up for access to the new UI eServices, you must do so (even if you were formerly using WOW and/or UI4Employers).

PLEASE NOTE: UI eServices for Employers recognizes you based on a Montana ePass user id. If you do not already have an ePass user id, you must create one before you can request access to eServices. You must utilize the same ePass user id each time you return to UI eServices for Employers. You cannot log into UI eServices for Employers using a Login with OpenID. If this is the only ePass Montana log in you have, you will need to create a new ePass login.

The following step-by-step directions will help guide you through the process to gain access to UI eServices. There are two parts to the process: log into ePass (may require creating an ePass account) and sign up to use UI eServices. The initial eServices registration process will only need to be completed the first time you are gaining access to the service.

Before beginning, if you are an existing (active or inactive) employer or employer representative (employee who prepares reports, etc.) please make sure you have the following information available to you:

- Your business' FEIN, UI Account Number, and Mailing ZIP Code
- Your business' Total UI Rate
- The last quarterly UI report filed for your business

If you are a new employer, and have not registered for Unemployment Insurance yet, you will need to do so. Please see the New Employer section of this document.

If you are a Third Party Agent (TPA), see the third party agent section of this document before beginning.

Additional Notes/Tips before Beginning:

- In UI eServices, anything highlighted in yellow is a required field and anything in red is in error. If you are not being allowed to proceed to the next step, please check for any fields that are still yellow or red.

Existing Employers

From the UI eServices for Employers starting page (uieservices.mt.gov):

1. Click on the blue link that says "Click Here to Log In Using ePass".
 - You will be directed to the ePass Montana home page on the Montana.gov website
2. Click "Login" under the section titled "Login with ePass Montana".
3. If you are an existing ePass user, skip to Step 8.
4. If you are not an existing user, under the New User section, click "Create an Account"
5. Enter the following required fields:
 - First Name
 - Last Name
 - Primary Email

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- Verify Primary Email
 - Username
 - Can be anything you choose but must be at least 6 characters long
 - Password
 - Can be anything you choose but must be at least 8 characters long and must contain both letters and numbers. Your password can not be the same as your username and it is case sensitive.
 - Verify Password
 - Password Hint
 - Used to help you remember your password (should not be your password)
 - Security Info
 - Choose 3 security questions from the drop down boxes provided and enter the answer to each. Be sure to enter questions and answers you will remember as these will be used to reset your ePass password if you ever forget it.
6. Click Save Changes.
7. You will be redirected back to uieservices.mt.gov. **Proceed to Step 10.**

Existing ePass User:

8. Under the “Existing User” section, enter your ePass Username and Password.
9. Click “Login”
- You will be redirected back to uieservices.mt.gov. Proceed to Step 10.

UI eService access for existing or new ePass User:

10. Click the blue link that says “New to UI eServices? Click Here to Sign up for Online Access”.
11. Select access type by clicking in one of the two radio buttons, choose either
- Employer/Employer Representative, or
 - Third Party Agent (If you are Third Party Agent, go to the TPA section of this document)
12. ePass Username – No entry necessary, this will be brought over automatically from ePass
13. Enter a **Contact Name** (your name)
14. Enter a **Contact Email** (the best email address to use to reach you)
15. Enter **Contact Phone Number** (best phone number to reach you at)
- Note: The first box for the Contact Phone Number is a drop down box for you to describe what type of phone number you are entering (Cell, Fax Number, Office, or Residence). The second box is where you enter the actual number.
16. Enter **Alternate Phone Number** (not required)
- Note: The first box for the Contact Phone Number is a drop down box for you to describe what type of phone number you are entering (Cell, Fax Number, Office, or Residence). The second box is where you enter the actual number.
17. Choose a **Secret Question** from the drop down box
18. Enter the **Secret Answer** to the question chosen in Step 17.
19. Enter the **Secret Answer** a second time to **Confirm** the answer.
- Note: Your “Secret Answer” will be used as a second layer of security within ePass, you will be asked to enter your secret answer when you save and/or submit reports, payments, or other requests.
20. From the drop down menu answer the question “Are you a new Employer?”

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- If you answer yes, select the blue link that appears to be redirected to register for a UI Account number.
- If you answer no, proceed with step 16.

The information entered in the following steps will be validated against what we currently have in our system to gain access; your answers must match what we have.

21. Enter your business' **FEIN** number.
22. Enter your business' **UI Account Number**.
23. Enter your business' **Mailing Address Zip Code**.
24. Select the radio button that best describes "**What is your Business Role?**"
 - I am an owner, officer, or other principal of the business
 - I am an authorized employee of the business that can have online access
25. Using the drop down box, answer the question "**Is your Account Number Still Active?**"
 - If you enter YES, proceed with step 25
 - If you enter NO, skip to step 35
26. Click either the Yes or No radio button to answer the question "**Has a UI-5 been filed for your business?**"
 - Note: A UI-5 is the quarterly report submitted each quarter listing your employees and the wages paid them. If you have submitted any of these in the past, answer Yes to this question.
27. Using the drop down box answer the question "**What is your business' Employer Class?**"
 - Note: This question is referring to whether or not your business is Experience Rated (most employers), Governmental, or Reimbursable (501(c)(3) Non-profits who selected the reimbursable option).
28. Enter the answer to "**What is your business' 2014 total UI Tax Rate?**"
 - This is your TOTAL rate for 2014 (UI rate + AFT rate).
 - Enter the rate using this format Do not enter the % sign.
29. Enter the answer to the question "**What were the total gross wages reported on the last quarterly report filed for your business?**"
 - Gross wages are the total amount of wages paid to your employees before any amount of excess wages (wages over the wage base) are subtracted. This is line 1 under Step 3 on the paper quarterly report.
 - Use the last quarterly report you filed with us, not the one you are currently trying to file.
 - You do not need to enter commas, but do include the decimal.
 - If the total gross wages in the last quarter you reported were 0.00, check the **Zero Reported** checkbox.
30. **Choose an additional question to answer** from the drop down box.
 - **What was the amount of your business' last payment posted after 2/24/2014?**
 - This question can only be used IF a payment has been made since we went live with our new system. If you have not made a payment between 02/24/14 and today, select the other question.
 - **What were the total taxable wages reported on the last quarterly report filed for your business?**
 - Taxable wages are the amount of wages after excess (if applicable) has been subtracted. For experience rated employers, this is line 3 under Step 3 on the

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paper quarterly report. For Governmental or Reimbursable employers, it would be the same as the gross amount reported as excess cannot be claimed.

- Use the last quarterly report you filed with us, not the one you are currently trying to file.
- You do not need to enter commas, but do include the decimal.
- If the total taxable wages in the last quarter you reported were 0.00, check the **Zero Reported** checkbox.

31. Click Submit.

32. You should receive a confirmation page, you may print the confirmation page if you choose

33. Proceed into eServices by clicking OK

34. Enter your "Secret Answer" that you created for eServices (not your ePass password).

If your UI Account Number is no longer active:

35. Click either the Yes or No radio button to answer the question "**Has a UI-5 been filed for your business?**"

- Note: A UI-5 is the quarterly report submitted each quarter listing your employees and the wages paid them. If you ever submitted any of these in the past, answer Yes to this question.

36. Using the drop down box, answer the question "**What was your business' Employer Class?**"

- Note: This question is referring to whether or not your business was Experience Rated (most employers), Governmental, or Reimbursable (501(c)(3) Non-profits who selected the reimbursable option).

37. Enter the answer to the question "**What year did you inactivate your account?**"

38. Enter the answer to the question "**What were the total gross wages reported on the last quarterly report filed for your business?**"

- Gross wages are the total amount of wages paid to your employees before any amount of excess wages (wages over the wage base) are subtracted. Line 1 under Step 3 on the paper quarterly report.
- Use the last quarterly report you filed with us, not the one you are currently trying to file.
- You do not need to enter commas, but do include the decimal.
- If the total gross wages in the last quarter you reported were 0.00, check the **Zero Reported** checkbox.

39. **Choose an additional question to** answer from the drop down box.

- **What was the amount of your business' last payment posted after 2/24/2014?**

- This question can only be used IF a payment has been made since we went live with our new system. If you have not made a payment between 02/24/2014 and today, select the other question.

- **What were the total taxable wages reported on the last quarterly report filed for your business?**

- Taxable wages are the amount of wages after excess (if applicable) has been subtracted. For experience rated employers, this is line 3 under Step 3 on the paper quarterly report. For Governmental or Reimbursable employers, it would be the same as the gross amount reported as excess cannot be claimed.
- Use the last quarterly report you filed with us, not the one you are currently trying to file.

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- You do not need to enter commas, but do include the decimal.
 - If the total taxable wages in the last quarter you reported were 0.00, check the **Zero Reported** checkbox.
40. Click Submit.
 41. You should receive a confirmation page; you may print the confirmation page if you choose
 42. Proceed into eServices, clicking OK
 43. Enter your "Secret Answer" that you created for eServices (not your ePass password).

THIRD PARTY ADMINISTRATOR (TPA)

To sign up for eServices access as a Third Party Administrator (TPA), you must be recorded as a customer with Montana Unemployment Insurance. You DO NOT have to have (or are required to have) a Montana UI Account. If you are unsure if you are recorded as a customer with us, please contact us at 406-444-6963 or uieservices@mt.gov

From the UI eServices for Employers starting page (uieservices.mt.gov):

1. Click on the blue link that says "Click Here to Log In Using ePass".
 - You will be directed to the ePass Montana home page on the Montana.gov website
2. Click "Login" under the section titled "Login with ePass Montana".
3. If you are an existing ePass user, skip to Step 8.
4. If you are not an existing user, under the New User section, click "Create an Account"
5. Enter the following required fields:
 - First Name
 - Last Name
 - Primary Email
 - Verify Primary Email
 - Username
 - Can be anything you choose but must be at least 6 characters long
 - Password
 - Can be anything you choose but must be at least 8 characters long and must contain both letters and numbers. Your password can not be the same as your username and it is case sensitive.
 - Verify Password
 - Password Hint
 - Used to help you remember your password (should not be your password)
 - Security Info
 - Choose 3 security questions from the drop down boxes provided and enter the answer to each. Be sure to enter questions and answers you will remember as these will be used to reset your ePass password if you ever forget it.
6. Click Save Changes.
7. You will be redirected back to uieservices.mt.gov - **Proceed to Step 10.**

Existing ePass User:

8. Under the "Existing User" section, enter your ePass Username and Password.

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9. Click "Login"
 - You will be redirected back to uieservices.mt.gov

UI eService access for existing or new ePass User:

10. Click the blue link that says "New to UI eServices? Click Here to Sign up for Online Access".
11. Select the TPA access type by clicking the radio box next to Third Party Agent
12. ePass Username – No entry necessary, this will be brought over automatically from ePass
13. Enter a **Contact Name** (your name)
14. Enter a **Contact Email** (the best email address to use to reach you)
15. Enter **Contact Phone Number** (best phone number to reach you at)
 - Note: The first box for the Contact Phone Number is a drop down box for you to describe what type of phone number you are entering (Cell, Fax Number, Office, or Residence). The second box is where you enter the actual number.
16. Enter **Alternate Phone Number** (not required)
 - Note: The first box for the Contact Phone Number is a drop down box for you to describe what type of phone number you are entering (Cell, Fax Number, Office, or Residence). The second box is where you enter the actual number.
17. Choose a **Secret Question** from the drop down box
18. Enter the **Secret Answer** to the question chosen in Step 17.
19. Enter the Secret Answer a second time to **Confirm** the answer.
 - Note: Your "Secret Answer" will be used as a second layer of security within ePass, you will be asked to enter your secret answer when you save and/or submit reports, payments, or other requests.
20. Enter **the ID you would like to enroll with:**
 - The first box is a drop down to select which type of ID you will be using, either FEIN or SSN (social security number)
 - In the second box, enter the ID number. NOTE: This number must match what we have in our system; if you are getting an error, it may mean that you are not registered as a customer in our system. See the phone number and email above to contact our office to get registered.
21. Enter the **Business Name/Legal Name**
22. Enter the **Mailing Address Zip Code**
 - If you have multiple locations, use the zip code of the main office registered with UI
23. Click submit
24. You should receive a confirmation page; you may print the confirmation page if you choose
25. Proceed into eServices by clicking OK
26. Enter your "Secret Answer" that you created for eServices (not your ePass password).
27. Contact our office to attach your clients (if you have submitted the proper authorization forms) OR proceed into eServices and use the "I want to... Add Employer's Account Access" option (requires you to upload the authorization form for each client).

New Employer Registration

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From the UI eServices for Employers starting page (uieservices.mt.gov):

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 - You will be directed to the ePass Montana home page on the Montana.gov website
2. Click "Login" under the section titled "Login with ePass Montana".
3. If you are an existing ePass user, skip to Step 8.
4. If you are not an existing user, under the New User section, click "Create an Account"
5. Enter the following required fields:
 - First Name
 - Last Name
 - Primary Email
 - Verify Primary Email
 - Username
 - Can be anything you choose but must be at least 6 characters long
 - Password
 - Can be anything you choose but must be at least 8 characters long and must contain both letters and numbers. Your password can not be the same as your username and it is case sensitive.
 - Verify Password
 - Password Hint
 - Used to help you remember your password (should not be your password)
 - Security Info
 - Choose 3 security questions from the drop down boxes provided and enter the answer to each. Be sure to enter questions and answers you will remember as these will be used to reset your ePass password if you ever forget it.
6. Click Save Changes.
7. You will be redirected back to uieservices.mt.gov - **Proceed to Step 10.**

Existing ePass User:

8. Under the "Existing User" section, enter your ePass Username and Password.
9. Click "Login"
 - You will be redirected back to uieservices.mt.gov

Once you are logged in through ePass, proceed with registering for a Montana Unemployment Insurance account by:

1. Clicking the blue link that says "New Employer? Click here to Apply for a New UI Account"
2. Proceed through steps 1 thru 7 of the registration process, answering at a minimum all required questions (highlighted in yellow)
3. At any time, you may "Save and Finish Later". Be sure to copy or save your confirmation number so that you can return to complete the registration later.